



Money Advice Unit,
Hertfordshire County Council,
Farnham House, Six Hills Way,
Stevenage, SG1 1FQ



TRAINING PROGRAMME Spring/Summer 2022



About our training courses

Our training courses are being held using Microsoft Teams or Zoom. You will need to download this software to your PC or smartphone if you do not already have it. Instructions will be emailed to you once your booking is confirmed along with course material.

All of our courses are from 10.00 am – 12.45 pm with one 15 minute break. Please note that some courses are run over two consecutive mornings.

How to book a course

Our booking form is attached as a separate word document. Please fill in a copy of it and email it to MAUtraining@hertfordshire.gov.uk You will receive confirmation of your booking. Bookings must be authorised by a manager but there is no charge for these courses. Electronic signatures are acceptable.

Due to demand we only allow a maximum of two participants from each organisation.

When we receive your booking form we will send you an email confirmation of your booking. We also send an email reminder approximately one week before the course is due to run. Please do not attend a course unless you receive a booking confirmation.

Please tell us if you need any additional assistance when you book.

On the day of the training

Registration starts from 09.45 am for a 10.00 am start. Please note that latecomers may not be admitted.

Any queries?

For all training queries please email MAUtraining@hertfordshire.gov.uk or call 01438 843456

Remember we also have a free online Universal Credit course available at www.hertfordshire.gov.uk/benefits

All of our benefit factsheets can be found at www.hertfordshire.gov.uk/benefits which includes a benefit calculator supplied by



Training calendar – Spring/Summer 2022

Course	March	April	May	June
Introduction to benefits	4 th	6 th	10 th	8 th
Personal independence payment overview	8 th	5 th	3 rd	7 th
Benefits and limited capability for work overview	16 th	12 th	18 th	21 st
Universal credit and housing costs		7 th & 8 th		15 th & 16 th
Benefits for the terminally ill and recently bereaved			5 th	
Welfare benefit overview	10 th & 11 th	20 th & 21 st	19 th & 20 th	
PIP in depth	14 th & 15 th			
Benefits for families		26 th & 27 th		9 th & 10 th
Remote Interviewing Skills	23 rd & 24 th			
Mental Health Awareness			3 rd and 4 th	
Children with disabilities			9 th & 10 th	
Limited Capability for work		28 th & 29 th		
UC Amounts (half day)			24 th	29 th
Benefits for Older People	31 st	1 st		
UC in Depth				13 th & 14 th
Benefits for EEA Migrants				16 th & 17 th
Preparing for appeal tribunals				22 nd & 23 rd

Title: Introduction to benefits
Date: 4th March 2022 (repeated 6th April, 10th May & 8th June 2022)
Time: 10.00 a.m. – 12.30 p.m.
Membership: No knowledge of benefits is required
Aim: This half day course is designed to give an overview of the benefit system
Objectives: By the end of the course participants will be able to:

- name the different categories of benefits
- understand how different types of benefits interact with each other
- identify basic entitlement to benefits

Title: Personal independence payment
Date: 8th March 2022 (repeated 5th April, 3rd May & 7th June 2022)
Time: 10.00 a.m. – 12.30 p.m.
Membership: No prior knowledge of personal independence payment is required
Aim: This half day course looks at personal independence payment paid to disabled adults who need help with daily living or mobility.
Objectives: By the end of the course participants should be able to:

- understand who can claim PIP
- identify how the claims and assessment process works
- be able to support service users to make effective claims for PIP

Title: Benefits and limited capability for work
Date: 16th March 2022 (repeated on 12th April, 18th May & 21st June)
Time: 10.00 a.m. – 12.30 p.m.
Membership: Participants should have attended either introduction to benefits and introduction to universal credit or have a good working knowledge of these benefits
Aim: To give participants a thorough overview of the rules relating to claiming universal credit and employment and support allowance on the basis of having limited capability for work
Objectives: By the end of the course participants should:

- understand the how ESA and UC operate for claimants who have limited capability for work
- examine the work capability assessment
- be able to identify who satisfies and who is treated as satisfying both the LCW and LCWRA assessments.

Title: **Universal credit and housing costs (*note course runs over two mornings and participants must attend both sessions*)**
Date: 7th & 8th April 2022 (repeated 15th & 16th June)
Time: 10.00 a.m. – 12.30 p.m. (***course run over both mornings***)
Membership: Participants should have completed the online Universal Credit course at www.hertfordshire.gov.uk/benefits
Aim: This course looks at how working age claimants get help with housing costs through universal credit.
Objectives: By the end of the course participants should have a better understanding of:

- what housing costs can be met through universal credit
- who is eligible for housing costs and how these are paid
- liability issues and how different types of rent are treated
- problem areas such as liability, non-dependents, bedroom tax, benefit cap, local housing allowances, discretionary housing payments and ‘untidy tenancies’.

Title: **Benefits for the terminally ill and recently bereaved**
Date: 5th May 2022
Time: 10.00 a.m. – 12.30 p.m.
Membership: No prior knowledge of the benefits system required. This course is ideal for hospital and hospice staff working in this area.
Aim: This course looks at benefits for the terminally ill and family members, including changes in special rules and co-habiting couples
Objectives: By the end of the course participants will be able to:

- Know what benefits can be claimed under special rules for the terminally ill
- Identify how the claims process works
- support claimants and family members to make successful applications for benefits
- support family members with benefits post bereavement
- understand recent rule changes for terminal illness and bereavement benefits.

Title: **Welfare Benefits Overview**
Date: 10th & 11th March 2022 (repeated 20th & 21st April, 19th & 20th May)
Time: 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)
Membership: This course is for staff/volunteers who are new to benefits or who need a refresher of the basics. No previous experience is required.
Aim: To provide participants with an overview of the benefits system with a focus on income maximization. No knowledge of benefits is required.
Objectives: By the end of the course participants will:

- Be able to recognise entitlement for the different benefits that make up the system;
- Be able to maximise income from benefits.

Title: **PIP in Depth**
Date: 14th & 15th March 2022 (**course run over both mornings**)
Time: 10.00 a.m. – 12.45 p.m.
Membership: This course is for staff/volunteers working with working age people who are affected by a health condition or a disability. No previous experience is required although a working knowledge of the wider benefits system is helpful or having attended the Welfare Benefits Overview course.
Aim: To help participants understand the entitlement conditions for PIP and teach how to make effective applications.
Objectives: By the end of the course participants will:

- Understand the entitlement conditions for PIP;
- Know how to make effective applications to PIP including how to fill out the form.

Title: **Benefits for Families**
Date: 26th & 27th April (repeated 9th & 10th June)
Time: 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)
Membership: This course is for staff/volunteers working with working age people with children. No previous experience is required although a working knowledge of the wider benefits system is helpful or having attended the Welfare Benefits Overview course.
Aim: To help participants understand Universal Credit (UC) including how to maximise income when working with families with children.
Objectives: By the end of the course participants will:

- Understand who should claim Universal Credit;
- Be familiar with the elements that make up a Universal Credit award for families and how income affects entitlement.

Title: Remote Interviewing Skills
Date: 23rd & 24th March 2022
Time: 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)
Membership: This course is for staff/volunteers who are new to interviewing clients and conducting casework. It is also relevant to those who wish to revisit and refresh their interviewing skills and techniques especially with regards to increased communication taking place over the telephone and online. No knowledge of benefits is required.
Aim: To provide participants with the techniques and skills necessary to conduct productive interviews over the telephone and online. It also considers the differences when conducting interviews in person.
Objectives: By the end of the course participants will:

- Be able to use an 'Interview Process' to structure interactions with service users and clients;
- Have considered the skills and techniques that are required to conduct productive interviews over the phone and online.

Title: Mental Health Awareness
Date: 3rd & 4th May 2022
Time: 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)
Membership: This course is for any staff/volunteers working in the advice sector who would like to better understand Mental Health. No previous knowledge or experience is required.
Aim: To provide participants with the skills and techniques that can be used to support clients, colleagues and ourselves when signs and symptoms of mental distress may be present.
Objectives: By the end of the course participants will:

- Be aware of signs and symptoms which may indicate additional support is required;
- Consider how to use a 3-step action plan to assist clients, colleagues and ourselves in relation to Mental Health: 'Engage, Empathise, Empower'.

Title: Children with Disabilities
Date: 9th & 10th May 2022
Time: 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)
Membership: This course is for staff/volunteers working with families where there is a child under 16 with a disability/additional needs. A working knowledge of the wider benefits system is helpful or having attended the Welfare Benefits Overview course.
Aim: To help participants understand the entitlement conditions for Disability Living Allowance (DLA) including how to maximise income when working with children with disabilities.
Objectives: By the end of the course participants will:

- Understand the entitlement conditions for DLA
- Know how to make effective applications to DLA including how to fill out the form.

- Have an awareness of other entitlements that may be available following an award of DLA.

Title: **Limited Capability for Work**
Date: 28th & 29th April 2022
Time: 10.00 a.m. – 12.45 p.m. (*course run over both mornings*)
Membership: This course is for staff/volunteers working with working age people who are affected by a health condition or a disability. No previous experience is required although a working knowledge of the wider benefits system is helpful or having attended the Welfare Benefits Overview course.
Aim: To help participants understand how capability for work is assessed in Universal Credit and Employment and Support Allowance.
Objectives: By the end of the course participants will:

- Understand the Work Capability Assessment criteria;
- Be able to complete the UC50/ESA50 form effectively on behalf of a claimant.

Title: **UC Amounts**
Date: 24th May 2022 (repeated 29th June)
Time: 10.00 a.m. – 12.45 p.m.
Membership: This course is for staff/volunteers working with working age people who are on a low income. A working knowledge of the wider benefits system is assumed or having attended the Benefits for Families course.
Aim: To teach participants how to calculate entitlement to Universal Credit.
Objectives: By the end of the course participants will:

- Understand how Universal Credit is calculated;
- Be able to calculate UC accurately on behalf of clients and service users.

Title: **Benefits for Older People**
Date: 31st March & 1st April 2022
Time: 10.00 a.m. – 12.45 p.m. (*course run over both mornings*)
Membership: This course is for staff/volunteers working with people who are aged 66 or older. No previous experience is required although a working knowledge of the wider benefits system is helpful or having attended the Welfare Benefits Overview course.
Aim: To help participants understand pension credit and attendance allowance including how to maximise income when working with older people.
Objectives: By the end of the course participants will:

- Understand who qualifies for pension credit and how much people are likely to get;

- Understand who qualifies for attendance allowance and how to make effective applications.

Title: UC in Depth
Date: 13th & 14th June 2022
Time: 10.00 a.m. – 12.45 p.m. (*course run over both mornings*)
Membership: This course is for staff/volunteers working with working age people on a low income. Some previous experience of having worked with Universal Credit (UC) claimants is assumed. If you are new to Universal Credit you should attend the Benefits for Families course instead.
Aim: To address typical Universal Credit problem areas and solutions.
Objectives: By the end of the course participants will:

- Be able to help claimants tackle more complex problems when claiming UC;
- Have gained the skills needed to ensure the right decision is made on a UC application.

Title: Benefits for EEA Migrants
Date: 16th & 17th June 2022
Time: 10.00 a.m. – 12.45 p.m. (*course run over both mornings*)
Membership: This course is for staff/volunteers working with non-British nationals from a European Economic Area country. A working knowledge of the wider benefits system is assumed.
Aim: To help participants understand the post-Brexit benefit entitlement rules affecting EEA nationals living in the UK with a focus on means tested benefits including Universal Credit.
Objectives: By the end of the course participants will:

- Understand when an EEA national is entitled to benefits and when they are not;
- Be able to identify incorrect decisions and get them corrected.

Title: Preparing for Appeal Tribunals
Date: 22nd & 23rd June 2022
Time: 10.00 a.m. – 12.45 p.m. (*course run over both mornings*)
Membership: This course is for staff/volunteers supporting claimants to the First-tier Tribunal. A working knowledge of the wider benefits system is assumed.
Aim: To provide participants with the skills needed to support a claimant up to and including the First-tier Tribunal.
Objectives: By the end of the course participants will:

- Know how to write an effective written submission to the Tribunal;
- Be able to successfully challenge benefits decisions.